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IDENTIFIERS	Ornamental Iron Workers

ABSTRACT

The training outlines contained in these packets are designed as models for work-site analysis and training plan development in cooperative work education and Job Training Partnership Act programs for career ladder students. (Career ladder students are those ranging from the mentally retarded to the high-risk dropout in the regular education program.) Each training packet consists of the following: a brief description of the participating firm, a brief job description, a list of prerequisite skills for the position, a list of on-the-job tasks and required skills, and a career advancement ladder. A training plan form, included in this document, provides a guide to development of an individualized instructional program for participating students. Jobs covered in the packets are file clerk, food service worker, receptionist, ornamental metal layout worker, apprentice glazier, child care aide, and general floral worker. (KC)

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CAREER LADDER: TRAINING GUIDE

MIDDLETOWN PUBLIC SCHOOLS

MIDDLETOWN, CONNECTICUT

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INTRODUCTION

This packet is one in a series of materials available for use with Career Ladder students. These materials are available in the Cooperative Work Education and the Adult Education offices of the Middletown Public Schools.

Project materials include the Career Ladder Core Curriculum and the J.T.P.A. Addendum; the Career Ladder Assessment Manual; and the Career Ladder Training Packets.

Additional materials available to this program are curriculum guides for Career Exploration, CWE-DO and various vocational classes.

Persons wishing assistance in implementing this program should contact Arthur Muldowney, Middletown Public Schools, 311 Hunting Hill Avenue, Middletown, CT 06457.

TO THE TEACHER

These training outlines are designed as a model for work-site analysis and training plan development in Cooperative Work Education and Job Training Partnership Act programs.

Each training packet consists of the following: a brief description of the participating firm, a brief job description, a list of prerequisite skills for the position, a list of on-the-job tasks and required skills, and a career advancement ladder.

Materials have been keyed into each packet and are being catalogued and stored in the Vocational and Adult Education departments.

A training plan form, included in this packet, provides a guide to development of an individualized instructional program for participating students.

Assistance in location of materials or utilization of this package may be obtained from the Adult and Vocational Education Office, 311 Hunting Hill Avenue, Middletown, CT 06457.

AETNA FILE CLERK - PACKET 1

AETNA LIFE and CASUALTY is located in Middletown, CT. The facility employs over 6,500 workers. The position of file clerk at AETNA requires that the student maintains gate and summary gate policy register folder files and coverage cards. Also, provide clerical support to units in the department.

I. PREREQUISITE SKILLS - Entry level tasks

1. Speak English - basic language skills
2. Basic math skills - counting, basic addition, ability to identify numbers
3. Appropriate dress - neat and clean
4. Maintain favorable relationships with co-workers
5. Strict attendance
6. Production - all work is measured and recorded. Must maintain 90% efficiency.

II. TRAINING PLAN - At the work station the student will:

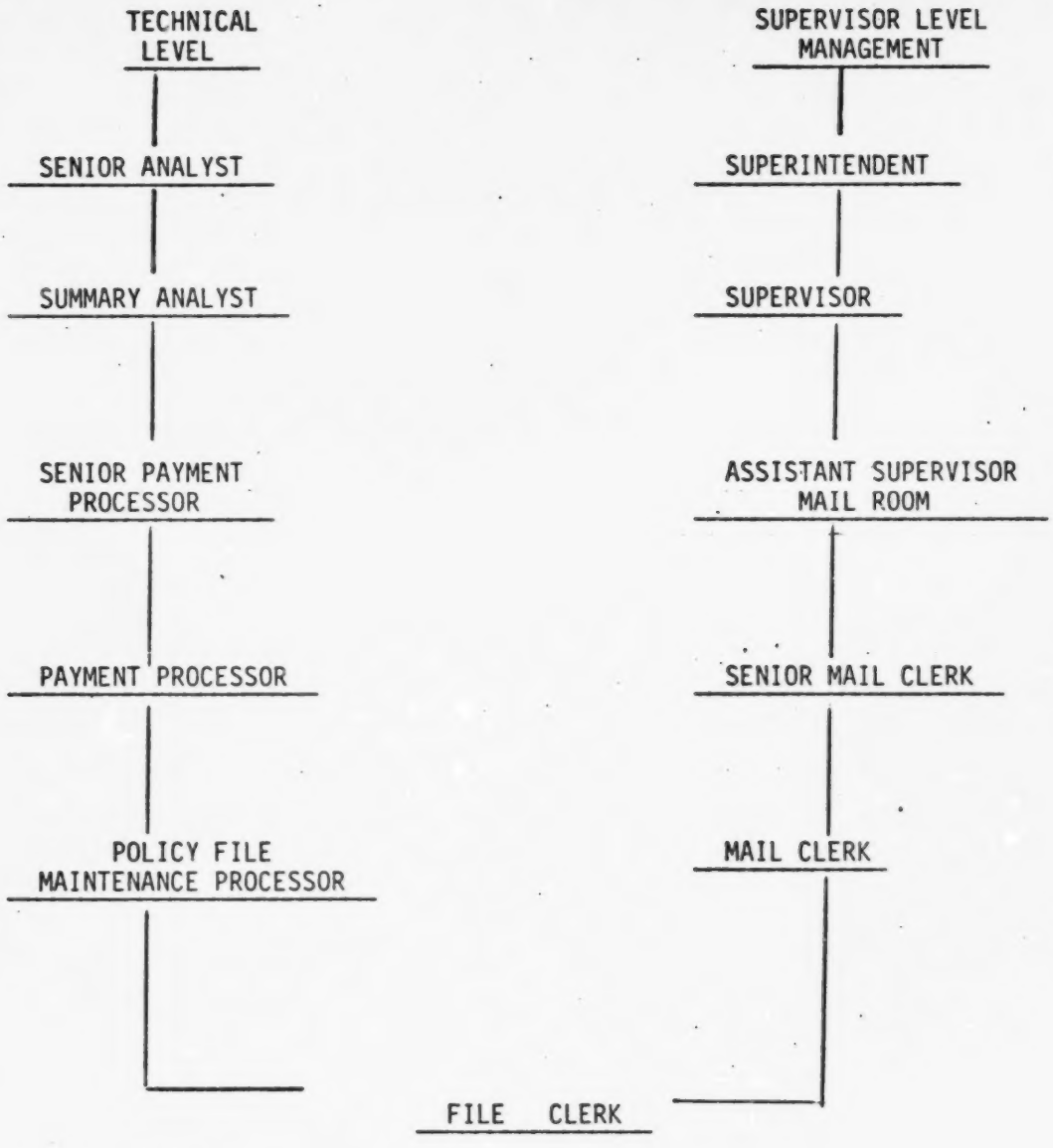
A. File materials in numerical order

B. Prepare and place tabs for billing folders into central file

C. Deliver materials

D. Divide work by file clerk assignments and distribute work

E. Relabel and repair torn folders


TECHNICAL LEVEL
SENIOR ANALYST
SUMMARY ANALYST
SENIOR PAYMENT PROCESSOR
PAYMENT PROCESSOR
POLICY FILE MAINTENANCE PROCESSOR
SUPERVISOR LEVEL MANAGEMENT
SUPERINTENDENT
SUPERVISOR
ASSISTANT SUPERVISOR MAIL ROOM
SENIOR MAIL CLERK
MAIL CLERK
FILE CLERK

TITLE
File Clerk 017

DATE
3/1/83

SECTION/DEPT.
Clerical Support Unit/Production/ PA

MAJOR PURPOSE
Maintains GATE and Summary GATE Policy Register folder files and Coverage Cards. Also provides clerical support to units in the department.

TITLE OF SUPERVISOR
Region Supervisor

TITLES OF IMMEDIATE SUBORDINATES

OBJECTIVE MEASURES
TOTAL STAFF SUPERVISED: 0

OTHER
Maintain over 60,000 folders in numerical order.

Maintain approximately 280,000 Premium Billing statements annually.

PRIMARY FUNCTIONS:

30% 1. Files system output from GATE and Summary GATE into appropriate folders, e.g., registers, statements, worksheets, new business data, etc..

15% 2. Operates system for charging out files to all units of Policyholder Administration. Refiles material when returned to unit.

10% 3. Maintain all types of charge cards to ensure all necessary changes are made to file system: recharges, cancellations and CSA's.

5% 4. Maintain the cancelled files, i.e., stripping/filing and forward to proper areas.

10% 5. Responsible for delivering system products from security trunks to proper drop tables in the department.

10% 6. Provide support for areas that need clerical assistance i.e., State CATE, Paid-up Evidence, Split Funded, PFM, Cancellation and Collection and Claims.

15% 7. Sort, replace and refile coverage cards in numerical order. Pull coverage cards on demand and refile material when returned.

5% 8. Sorts and distributes system products for each Region.

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AETNA FOOD SERVICE - Packet 2

AETNA FOOD SERVICE - Learning Packet

Dish room - Sanitation Worker - Special Education Students

The position of dish room sanitation worker at Aetna in Middletown requires that the student be able to; stand at a conveyor belt, sort dishes and flatware, load and unload the dishwasher, and distribute the items to their proper location in the food serving and dining room areas.

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CREDIT OUTLINE - AETNA FOOD SERVICES TRAINING PROGRAM

Seniors - (85) - need 14 credits to participate, minimum.

Juniors - (86) - need 9 credits to participate, minimum.

Sophomores - (87) - need 6 credits to participate, minimum.

If academic support is needed as one of the courses, either independent study credits or an additional half credit would be necessary in order for the student to be a participant.

Students who have not kept pace with academic requirements are not eligible for the program. At present, academic requirements vary from class to class and the PPT should be mindful of additional math, science and social studies requirements for '87 and '88.

Parents and students who may wish to consider that an additional half year may be necessary to complete graduation requirements may consider that alternative if participation in the Food Service Training Program appears to be the best placement for the student.

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IN SCHOOL JOB SITE - School Cafeteria

The student will

I - pre-learned behaviors

I - Core Curriculum

1. use the time clock
   a. select proper time card (name)
   b. line card up for correct day
   c. punch in and out at appropriate times

2. arrive at work on time

3. follow verbal instructions at work

4. return to classroom promptly

II - at work station
Demonstrated in

II -

food

preparation
1. get used (dirty) trays

class

2. separate flatware from trays

3. separate trash and discard into container

4. place trays onto rack, all facing the same direction

5. place flatware into trays

6. spray trays (trays and flatware)

7. put trays through dishwasher

8. distinguish between clean and dirty items

9. rewash as needed

10. dry clean dishes, trays and silverware

11. return items to their proper place

III - Pots and Pans

1. scrub pots and pans

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2. place pots and pans onto rack

3. Put filled rack through the dishwasher.

4. check for cleanliness

5. rewash dirty pans

IV - Clean up

1. wipe counter

2. put rags and dishtowels away

3. ask for job to be checked

4. return to class

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JOB TASKS - Pre-employment	In-class instruction
The student will	
I - Application	Core Curriculum Objs. IV - P
1.complete all forms	objs. IV O (interviewing)
a. social security number	objs. V A-H(interviewing)
b. working papers	
c. application form	
d. tax forms	
e. etc.	
2. Participate in interview	
II - Orientation	objs. VI - C
	Aetna Company Handbook
1. Read and show understanding of employee handbook.	
a. expectations of food service worker	
b. disciplinary policies	
c. absentee policy	
d. dress requirements	
e. grievence proceedures	
f. etc.	

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III - Dishroom tasks

Core Curriculum
objs. A-0 Keeping a Job
objs. A-I Job Advancement
Filmstrips- Dishwasher

ARCO Career Guidence Series-
Aim for a Job in

and Food Service

1. Clear debris from, sort, flatware, dishes and trays on conveyor belt.

Restaurants

2. Place dishes, trays, and flatware bins on conveyor belt dish machine.

3. sort flatware and serving utensils.

4. replace flatware at condiment area in dining room.

5. remove trays, flatware bins and sort dishes at end of conveyor belt cleaning cycle.

6. truck dishes and trays to serving area.

7. clean tables, refill salt and pepper; refill condiment area.

8. assist in other areas as needed and capable.

9. demonstrates job safety habits

10. demonstrates the ability to work well with other employees.

11. demonstrates the ability to use constructive criticism.

12. demonstrates the ability to follow directions.

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IV - Pot Room

Core Curriculum - same as above for dish room

1. clean pots and utensils used in kitchen and food serving area.
2. clean serving trays and containers.
3. place pots and serving utensils in the sterilizer.
4. operate sterilizer.
5. remove pots, trays, etc. from sterilizer.
6. change milk in food serving area.
7. bring supplies to serving area as needed.
8. assist in other areas as needed and is capable.
9. demonstrates job safety
10. demonstrates the ability to work well with other employees.
11. demonstrates the ability to use constructive criticism.
12. demonstrates the ability to follow directions.

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RECEPTIONIST - Packet 3

OUT OF SCHOOL JOB - Receptionist; Middlesex Chamber of Commerce
Monday through Friday: 2:00 to 5:00 daily

text: English for the World of Work, or similar text

Prerequisite skills - 1. congenial personality on telephone and in person.
2. typing - accuracy more important than speed.
3. basic bookkeeping - balance bank statements, posting a ledger, etc.
4. neat appropriate dress.

The student will

a. answer the telephone transfer calls greet public.	Chapter 10 in text
b. type basic form letters i.e. thank you notes, billings, etc.	Chapter 9
c. run errands when assigned i.e. banks, post office drug store, etc.	
d. maintain an inventory of supplies and catalogue items to be replaced.	Classroom instruction
e. perform basic bookkeeping tasks. i.e. balance bank statement, post ledgers, etc.	
f. will file items as needed.	
g. operate various types of office equipment. i.e word processor, copy machine, adding machine, etc.	
h. address, label and mail business correspondence	
i. dress neatly and appropriately at all times.	Core Curriculum

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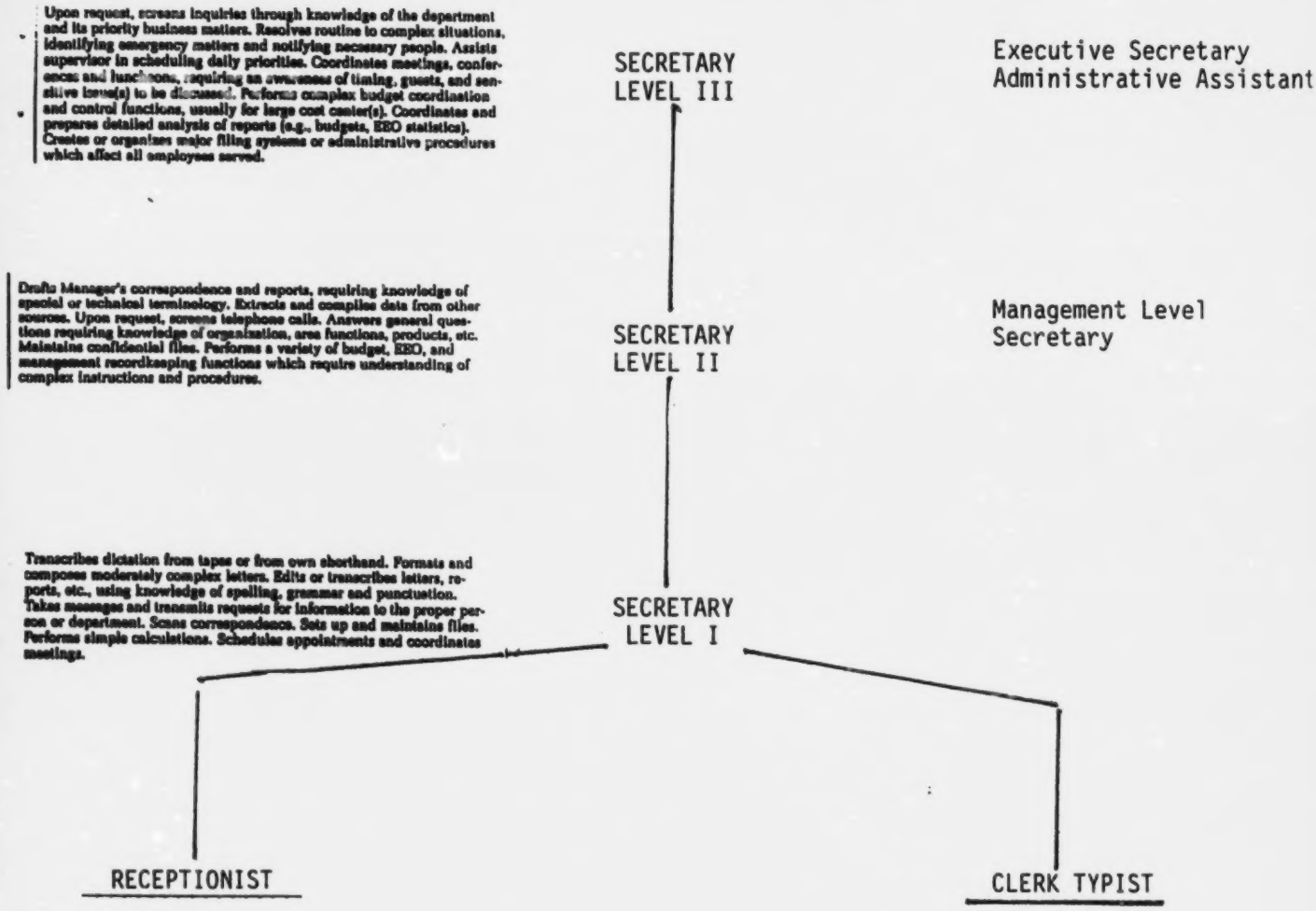
RECEPTIONIST - SECRETARIAL CAREER LADDER


Upon request, screens inquiries through knowledge of the department and its priority business matters. Resolves routine to complex situations, identifying emergency matters and notifying necessary people. Assists supervisor in scheduling daily priorities. Coordinates meetings, conferences and functions, requiring an awareness of timing, guests, and sensitive issue(s) to be discussed. Performs complex budget coordination and control functions, usually for large cost center(s). Coordinates and prepares detailed analysis of reports (e.g., budgets, EEO statistics). Creates or organizes major filing systems or administrative procedures which affect all employees served.
SECRETARY LEVEL III
Executive Secretary
Administrative Assistant
Drafts Manager's correspondence and reports, requiring knowledge of special or technical terminology. Extracts and compiles data from other sources. Upon request, screens telephone calls. Answers general questions requiring knowledge of organization, area functions, products, etc. Maintains confidential files. Performs a variety of budget, EEO, and management recordkeeping functions which require understanding of complex instructions and procedures.
SECRETARY LEVEL II
Management Level Secretary
Transcribes dictation from tapes or from own shorthand. Formats and composes moderately complex letters. Edits or transcribes letters, reports, etc., using knowledge of spelling, grammar and punctuation. Takes messages and transmits requests for information to the proper person or department. Scans correspondence. Sets up and maintains files. Performs simple calculations. Schedules appointments and coordinates meetings.
SECRETARY LEVEL I
RECEPTIONIST
CLERK TYPIST

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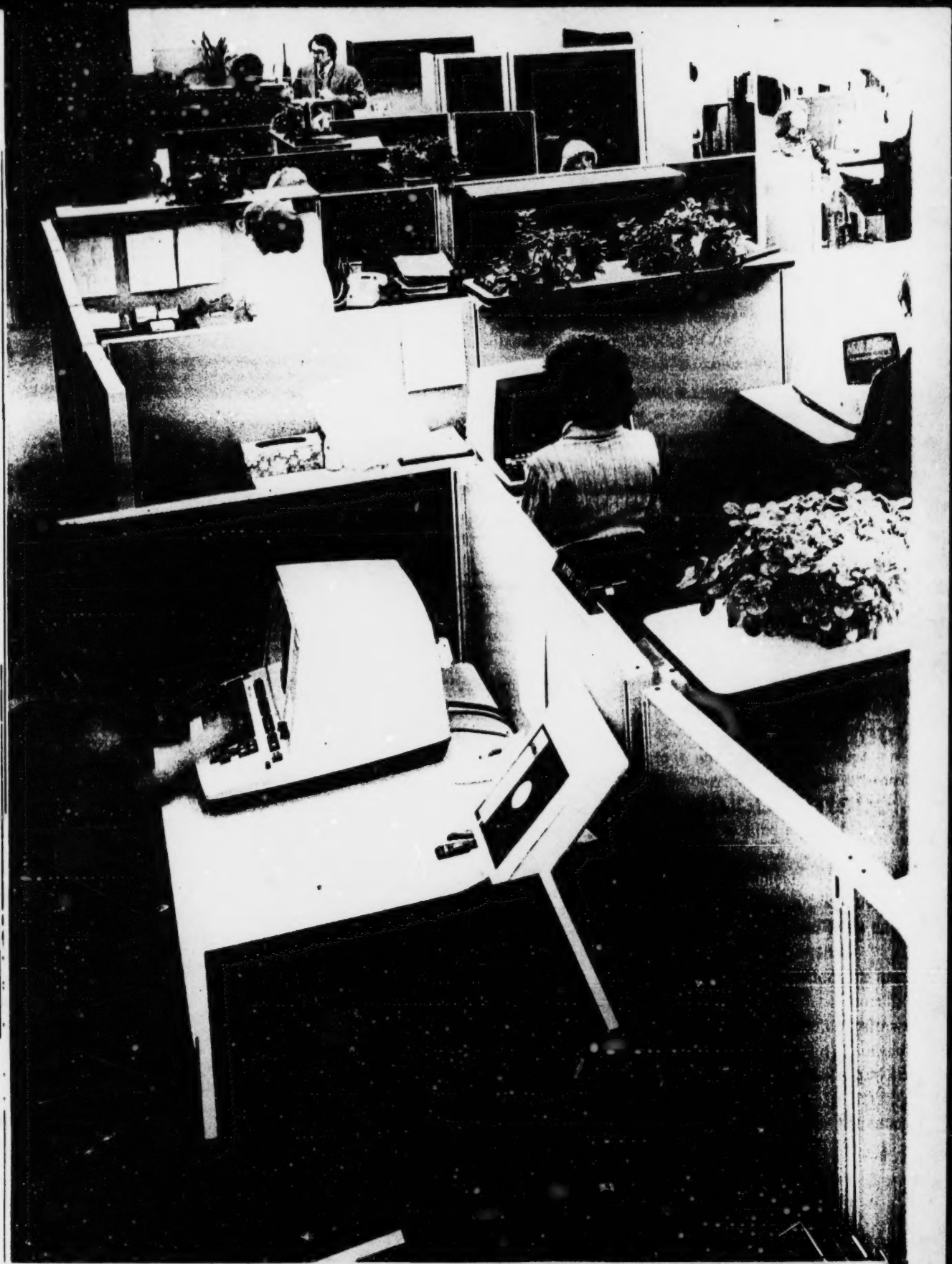


ORNAMENTAL METAL LAYOUT WORKER - Packet 4

Miscellaneous Metal Works Inc. is located in Cromwell, CT and employs approximately 40 full-time workers in the areas of cutting and fabrication of assorted metals, operation of industrial tools and machines, assembly, layout and fitting of materials and welding. Miscellaneous Metals produces railings, grades and other assorted metal works. It also has contracts with other larger industrial companies.

The position of ornamental metal layout workers at Miscellaneous Metals in Cromwell requires that the student be able to handle materials (unload and load materials), distrubute materials for cutting and fabrication, polishing and finishing of all materials.

I. PREREQUISITE SKILLS - Entry level tasks

1. Basic math - knowledge of addition, multiplication, subtraction, division, fractions, inches and feet.
2. Use of time clock - punch in and out
3. Punctuality - social skills, getting along with employees
4. Safety conscience - general knowledge of an industrial job.
5. Handling and lifting up to 50 pounds
6. Use of industrial tools, machines and materials

II. AT WORK - Station training plan
The student will:

A. Handling of materials
   1. unload and load trucks with use of electric hoists and chain and cable slings.
   2. Distribution of materials for cutting and fabrication

B. Cutting of materials
   1. Operation of power saw
   2. Operation of oxygen and acetylene torch
   3. Operation of power shears
   4. polishing and finishing of all material

C. Use and care of tool and machines

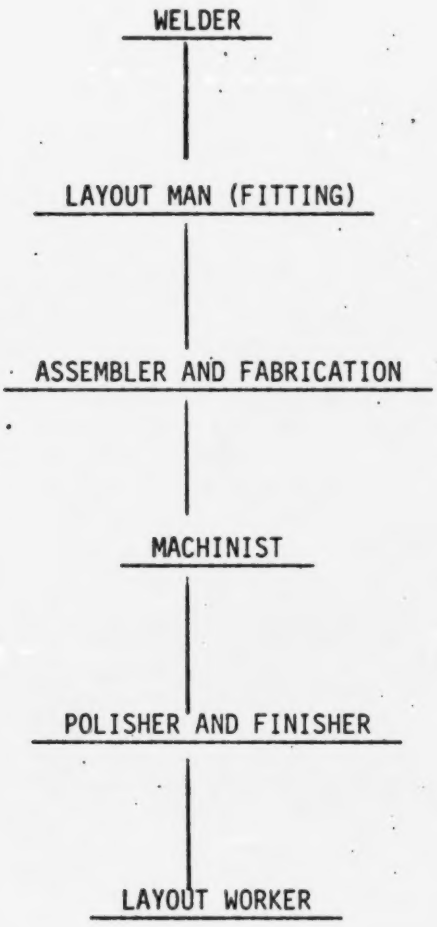
1. Power press
2. Hydraulic press
3. Drill presses
4. Threading machine
5. Hydraulic bender
6. Use of small tools

D. Assembly and fabrication of materials

1. Electric welding
2. Heliarc welding
3. Punching and drilling
4. Grinding and filing
5. Painting

E. Layout and fitting

1. Blueprint reading
2. Layout of work for others
3. Assembly of work laid out by others
4. Design of work figs - including set up


WELDER
LAYOUT MAN (FITTING)
ASSEMBLER AND FABRICATION
MACHINIST
POLISHER AND FINISHER
LAYOUT WORKER

APPRENTICE GLAZIER - Packet 5

Middletown Plate Glass is located in Middletown, CT and employs over 50 full-time workers in the areas of cutting and grinding glass, repairing glass and finishing glass. Also, Middletown Plate Glass frames pictures and repairs automobile windshields.

The position of apprentice glazier at Middletown Plate Glass requires that the student be able to lift a minimum of 100 pounds, have some mechanical ability, layout glass for cutting, cut and grind glass.

I. PREREQUISITE SKILLS - Entry level tasks

1. Basic math skills - addition, subtraction, multiplication, division, fractions and read a ruler.
2. Safety conscience - common sense.
3. Mechanical ability and physical coordination.
4. Lift minimum of 100 pounds (plate glass).

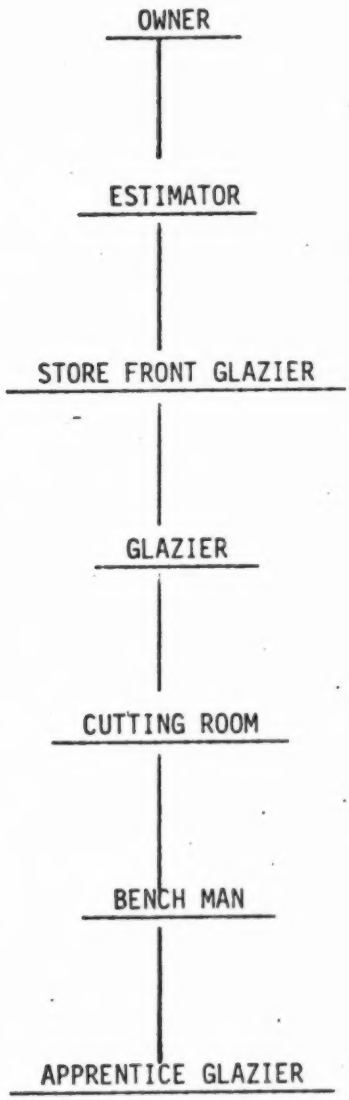
II. AT THE WORK STATION - Training plan
The student will:

A. Cut and grind glass.
   1. Finish glass.

B. Draw putty
   1. Putty and repair windows.
   2. Cut glass.

C. Layout glass.
   1. Layout work.
   2. Cut glass.

D. Pay strict attention to details concerning the job.



Layout job
Price job

House calls
Outside work

Cutting and grinding

Putty windows
repair work

CHILD CARE AIDE - Packet 6

Valley View Childrens Center is located in Middletown, CT on Conn. Valley Hospital property. The Childrens Center is set up to provide day care for young children. Valley View employs 5 full-time employees.

The position of child care aide at Valley View Childrens Center requires that the student have knowledge or experience with young children, supervise small groups of children, have organizational skills and plan activities.

I. PREREQUISITE SKILLS - Entry level tasks

1. Outgoing personality - able to get along with others.
2. Correct usage of language.
3. Previous knowledge or experience with young children.
4. Neat and clean appearance.
5. Be able to follow directions.

II. AT THE WORK STATION - Training plan

The student will:

A. Supervise small groups of children.

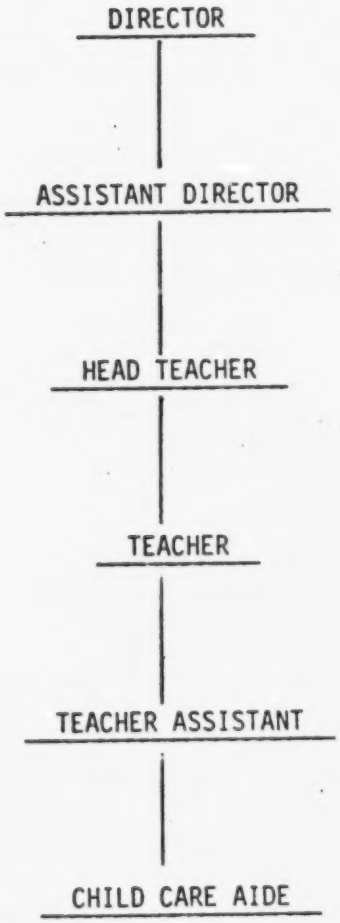
B. Organize activities.

1. Play activities.
2. Outside activities (sports).
3. Arts and crafts.
4. Setting up snacks.

C. Work closely with others.

D. Be responsible.

E. Punctuality - Be on time to work.



4 year degree

2 year degree

GENERAL FLORAL WORKER - Packet 7

Sebastian Florists is a small floral shop located in Middletown, CT. It employs 5 full-time workers who have experience and knowledge of flowers and plants. Included are areas of floral design and arrangement, wreath and holiday arrangements.

The position of general floral worker at Sebastian's Florists requires that the student have a general knowledge of names of flowers and plants, knowledge of container, flowering and holiday plants.

I. PREREQUISITE SKILLS - Entry level tasks

1. General knowledge of names of flowers and names of plants.
2. Social skills, must be people oriented, work closely with public.
3. Phone skills - ordering.
4. Good penmanship and spelling skills filling out order forms.
5. Appropriate dress and appearance.

II. AT WORK STATION - Training plan

The Student will:

A. Arrange plants.

1. Select containers, materials, flowers.
2. Arrange materials.
3. Bows and decorations.
4. Price arrangements (FIDA guideline).

B. Have knowledge of container grown plants.

1. Bonsai.
2. Terrariums
3. Houseplants

4. Flowering plants.

5. Holiday plants.

C. Collect payments.

1. Write a bill.

2. Itemize items.

3. Total items.

4. Figure sales tax.

5. Give receipt to customer.

D. Follow store policy with use of credit card.

1. Check expiration date.

2. Call credit card if total bill is over certain amount, get record check o.k. number.

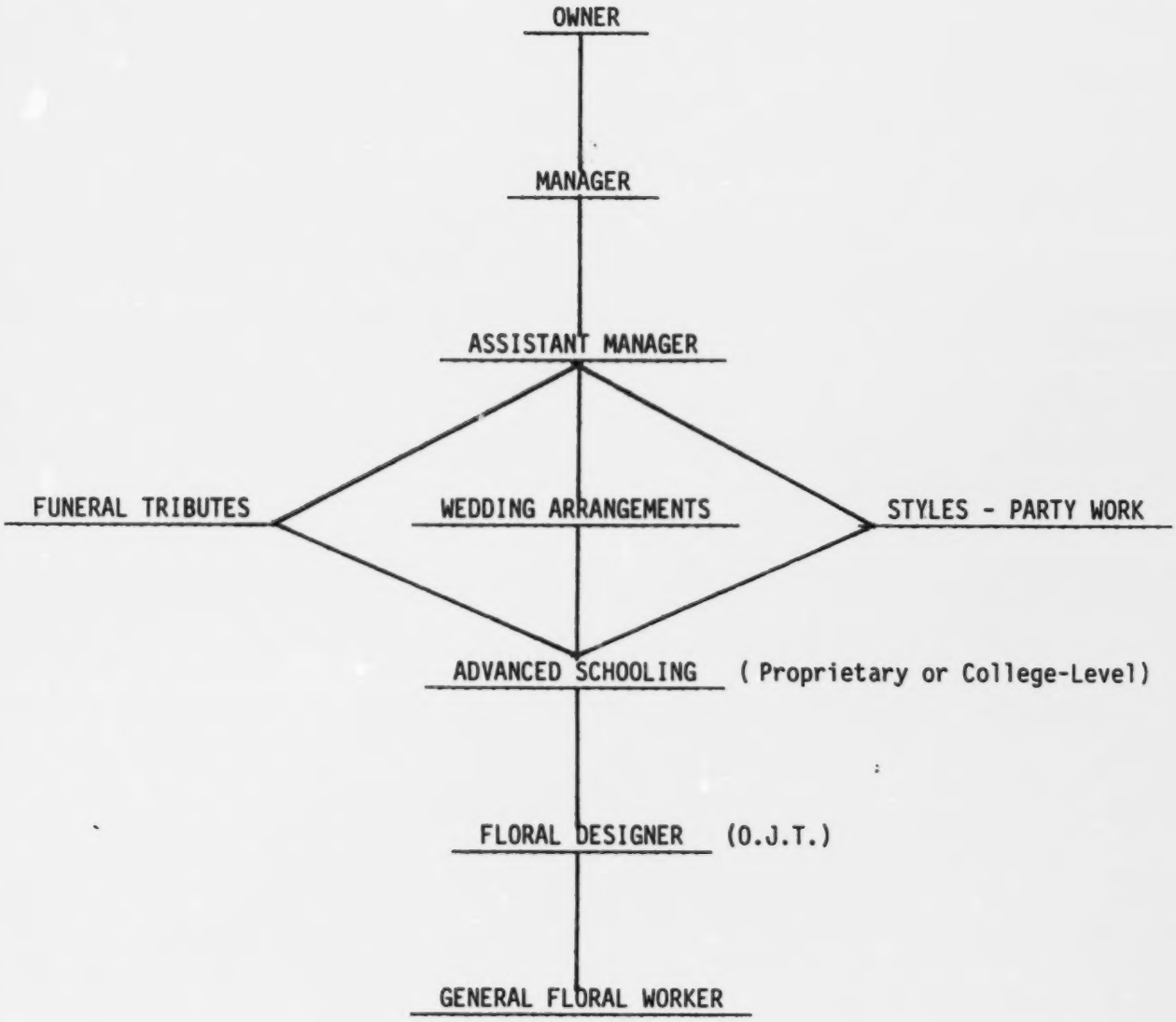
3. Use credit card machine.

4. Check signature.

E. Take inventory - order new materials.

1. Weekly: Flowers, plants, etc.

2. Monthly: containers, ribbon owasis, etc.


OWNER
MANAGER
ASSISTANT MANAGER
FUNERAL TRIBUTES
WEDDING ARRANGEMENTS
STYLES - PARTY WORK
ADVANCED SCHOOLING (Proprietary or College-Level)
FLORAL DESIGNER (O.J.T.)
GENERAL FLORAL WORKER

TRAINING PLAN

Student _____

Firm _____

Job Title _____

Supervisor _____

Telephone # _____

Schedule _____

Task/ Objective	Instruction Resources	Date Instructed	Date Demonstrated	Comments